



November 2006
FLSA: NON-EXEMPT

HARBOR FACILITIES COORDINATOR

DEFINITION

Under general supervision, plans, organizes, and ensures the efficient use, coordination, and scheduling of the City's Harbor facilities rentals and usage for private, community, and government events; assists with the administration of day-to-day activities related to rentals and usage, equipment and supplies, and special events; performs a wide variety of customer service activities, including interacting with the public, setting up contracts and leases, and taking in fees and dues; ensures the proper maintenance of facilities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises technical and functional direction and training over assigned staff.

CLASS CHARACTERISTICS

This single-position class has day-to-day coordination responsibilities of the City's Harbor facilities. Incumbents are responsible for performing work related to ensuring that events, programs and activities are effectively scheduled for Harbor facilities. This class is distinguished from the Harbor Operations Supervisor in that the latter is responsible for organizing, assigning, supervising and reviewing the work of assigned staff, as well as the operations and maintenance of the entire Harbor facilities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs assigned administrative and operational duties, including customer service to the community and the general public, providing information regarding availability of facilities rental and usage, identifying facility needs, preparing and monitoring user contracts and agreements, assessing and processing fees and deposits, and other administrative support services necessary for the effective operation of the facilities.
- Prepares and maintains a variety of files and reports on a daily, weekly, monthly and annual basis relating to the functions of assigned facilities.
- Maintains a calendar of availability for assigned facilities.
- Schedules, trains, and provides appropriate technical direction to temporary support staff for events and other support functions.
- Effectively promotes the usage of the facilities; addresses concerns, inquiries, or complaints from the general public and takes appropriate action to ensure expedient and satisfactory resolution, including responding by telephone, correspondence, and/or in person.
- Monitors facility users' compliance with laws, rules, and regulations regarding facilities, usage and related services; recommends adjustments.

- Ensures facilities are properly maintained; interacts with and assigns work to maintenance staff, other City staff, and/or appropriate service providers as necessary.
- Receives cash for designated items, makes appropriate change, and reconciles cash drawers in an accurate and timely manner.
- Performs a wide variety of administrative and clerical duties, including preparing correspondence, maintaining records, taking and properly processing phone calls, filing reports and records, opening, sorting and distributing incoming mail.
- Prepares and maintains a variety of reports and records regarding rental contracts, certificates of insurance, income and expenses of facilities, budget, employee salaries, and purchase orders.
- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing facility services; implements policies and procedures;
- Assists in the training, orientation, and guidance of assigned staff; prepares weekly and daily schedules for all assigned personnel as directed.
- Participates in ensuring compliance with relevant health, safety, and licensing laws and guidelines; maintains and updates all records required by Federal, State, and local regulatory agencies.
- Monitors and evaluates the effectiveness of activities, usage, and special events and recommends improvements or modifications.
- Requests purchase orders for supplies, materials, and equipment to provide necessary services.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of employee supervision and training.
- Principles, practices, methods, techniques, procedures, and service delivery needs related to facilities rentals and usage.
- Recreational, cultural, and social needs of the community.
- Applicable Federal, State, and local laws, codes and regulations related to designated facilities.
- Recreation site management, including preparing and monitoring contracts and assessing and processing fees and deposits.
- Safety principles and practices, including basic first aid and health/hygiene.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, coordinate, review and evaluate customer service programs to promote special events and recreational activities.
- Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations.
- Maintain facilities and equipment in a clean, safe and secure manner.
- Plan and prepare recreation activity schedules, staffing schedules, rosters, flyers, reports and other related program materials.

- Prepare written narratives, correspondence, notices, newsletters, and reports in a clear and concise format.
- Maintain and update a variety of files and records including confidential documentation.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level courses in business or public administration, recreation, facilities maintenance, or closely related field, and three (3) years of increasingly responsible experience in facilities administration and coordination, including extensive customer service. Some lead or supervisory experience is highly desirable.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and Harbor facility setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk between work sites to perform assigned activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.